

Project Name: Differential Response Tracking System

OCIO Project #:

Department: California Department of Social Services

Revision Date:

Concept Statement

Description

Brief description of the proposed project:

Develop a system for tracking Differential Response, the three paths of services delivered to families referred to CWS. Currently, CWS/CMS does not provide data related to families whose child abuse/neglect referral does not rise to the level of requiring an investigation, but who are referred to voluntary services with a CBO.

Need Statement

High Level Functional Requirements:

Establish tracking system to capture information such: as referral date, evaluated out date, identified need for service, referral, CBO, completion date of services, comments/recommendations. Subsequent referral information would build upon the file.

What is Driving This Need?

Currently, information is not available on those families that were evaluated out and referred to community based organizations (CBO) for family support services (Path One – Differential Response). Because there is no open case and no CWS involvement, it is difficult to ascertain whether these families obtain the voluntary services with a CBO. Valid data is needed to support implementing Differential Response statewide.

Risk to the Organization if This Work is Not Done:

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Benefit Statement

Intangible Benefits

Process Improvements (describe the nature of the process improvement):

If families are subsequently re-referred to CWS, having a history of service delivery improves CWS ability to adequately address the family's safety and risk factors, protecting children. Tracking recidivism allows for restructuring the collaboration of CWS and CBO services to increase family involvement and success. Although Differential Response is perceived to be beneficial to families as well as improve CWS services and lead to reduced number of placements, data is needed to establish best practice or evidence based practice, opening opportunities for funding for implementation.

Other Intangible Benefits:

Tangible Benefits

Revenue Generation (describe how revenue will be generated):

Cost Savings (describe how cost will be reduced):

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Cost Avoidance (describe the cost and how avoided):

Risk Avoidance (describe the risk and how avoided):

Improved Services:

Consistency

"No" Responses 		Rationale	Action Required
Enterprise Architecture			
Business Plan			
Strategic Plan			

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Impact to Other Agencies

Nature of Impact to Other Agencies

Agency:
<i>Describe the nature of the impact:</i>

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Impact to Other Programs

Nature of Impact to Other Programs

Program:
<i>Describe the nature of the impact:</i>

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Program:
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Solution Alternatives

Alternative 1:

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Technical Considerations for Alternative 1:

ROM Cost:

to

Note: high end of range must not exceed 200% of low end of range

Alternative 2:

Technical Considerations for Alternative 2:

ROM Cost:

to

Note: high end of range must not exceed 200% of low end of range

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Alternative 3:

Technical Considerations for Alternative 3:

ROM Cost:

to

Note: high end of range must not exceed 200% of low end of range

Recommendation

Comparison:

Alternative 1	ROM Cost	Risk
	\$0 - \$0	
Alternative 2	ROM Cost	Risk
	\$0 - \$0	
Alternative 3	ROM Cost	Risk
	\$0 - \$0	

Conclusions:

1	
2	
3	
4	

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Recommendation:

Project Approach *(if known)*

System Complexity:			System Business Hours: <i>(e.g., 24x7, 9am-5pm)</i> :	
Architecture	<input type="checkbox"/> Mainframe	<input type="checkbox"/> Client Server	<input type="checkbox"/> Web Based	Num. of New Databases:
Technology	<input type="checkbox"/> New	<input type="checkbox"/> New to Staff	<input type="checkbox"/> In-House Experience	Interfaces:
Implementation	<input type="checkbox"/> Central Site	<input type="checkbox"/> Phased Roll-out		Num. of Sites:
M & O Support	<input type="checkbox"/> Contractor	<input type="checkbox"/> Data Center	<input type="checkbox"/> Project	<input type="checkbox"/> Returned to Sponsor
Procurement Approach: <i>(consult with OSI Procurement Center)</i>				Number of Procurements:
Open Procurement? <input type="checkbox"/> Yes <input type="checkbox"/> No		Delegated Procurement? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Scope of Contract	<input type="checkbox"/> Development	<input type="checkbox"/> Implementation	<input type="checkbox"/> M & O	<input type="checkbox"/> Other:
Anticipated Length of Contract:		Years / extensions for years		